

## **UTILITIES SERVICE INVESTIGATOR**

### **PURPOSE AND NATURE OF WORK**

This is work conducting investigations of suspected tampering with electric and water meters. The incumbent inspects meters for evidence of tampering and disconnects electric and/or water services when appropriate. Duties also include preparing reports and compiling evidence for use in prosecuting cases for court. Work is performed with relative independence. Employee works outdoors often, and must often deal with difficult situations involving utility customers.

The incumbent works under general supervision of the supervisor responsible for utility theft administration.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Investigates reports from various sources concerning evidence of tampering with watt-hour meters and water meters which interferes with correct metering of electric current or water consumed. Examines water and electric meters for evidence of tampering. Examines wiring connecting electric meter to outside power lines and building circuits. Removes unauthorized wires or devices illegally installed to bypass current past the meter, or to obstruct normal meter function. Removes electrical meters and disconnects water services showing evidence of tampering and informs customer of discontinuance of service pending settlement with the City. Works closely with law enforcement agencies for assistance and preparation of police reports when necessary. Makes on site decisions pertaining to the arrest and prosecution of individuals. Conducts complete investigation of tampering including taking photographs and gathering statements from witnesses when appropriate. Prepares reports and compiles reports and evidence of tampering for use in prosecution of court cases. May testify in court as City witness during criminal prosecution. Investigates consumption histories and other records in order to identify thefts and determine responsibility.

Performs related work as required.

### **NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS**

Knowledge of different types of water and electric meters and the procedure for connecting and disconnecting them.

Knowledge of the policies and procedures established for investigating and reporting utility thefts.

Knowledge of street locations in the city.

Some knowledge of basic electricity.

Ability to safely connect and disconnect meters and other devices that may be used in theft of utilities.

Ability to research data, maintain records, and prepare meaningful reports that could be used in a court of law.

Ability to establish and maintain effective relationships with superiors, other employees, and the public.

Ability to communicate effectively, orally and in writing, and exercise tact in dealing with citizens in difficult situations.

### **DESIRABLE TRAINING AND EXPERIENCE**

Graduation from high school and experience in public contact work which involved difficult situations; or any equivalent combination of training and experience.